

**Department of Emergency Communications**  
3600 Wheeler Ave, Alexandria, VA 22304  
DEC HR # 703-746-1824      Fax#703-746-1889

**DEC E911 Center Recruiting  
Bullets**

The Department of Emergency Communications (DEC) ensures the effective delivery of routine and emergency quality customer service for the Alexandria City public services. Our mission is to serve the public by saving lives, protecting property and providing assistance to the public. This is accomplished by receiving and dispatching 9-1-1 emergency and non-emergency calls for Police, Fire, and EMS in a courteous, prompt, efficient, and professional manner. We are the true first responders.



## **What is a DEC E911 Center?**

The City of Alexandria's Department of Emergency Communications E911 number is where citizens can call to request assistance for urgent and life- saving emergencies.



## **What does an E911 Center do?**

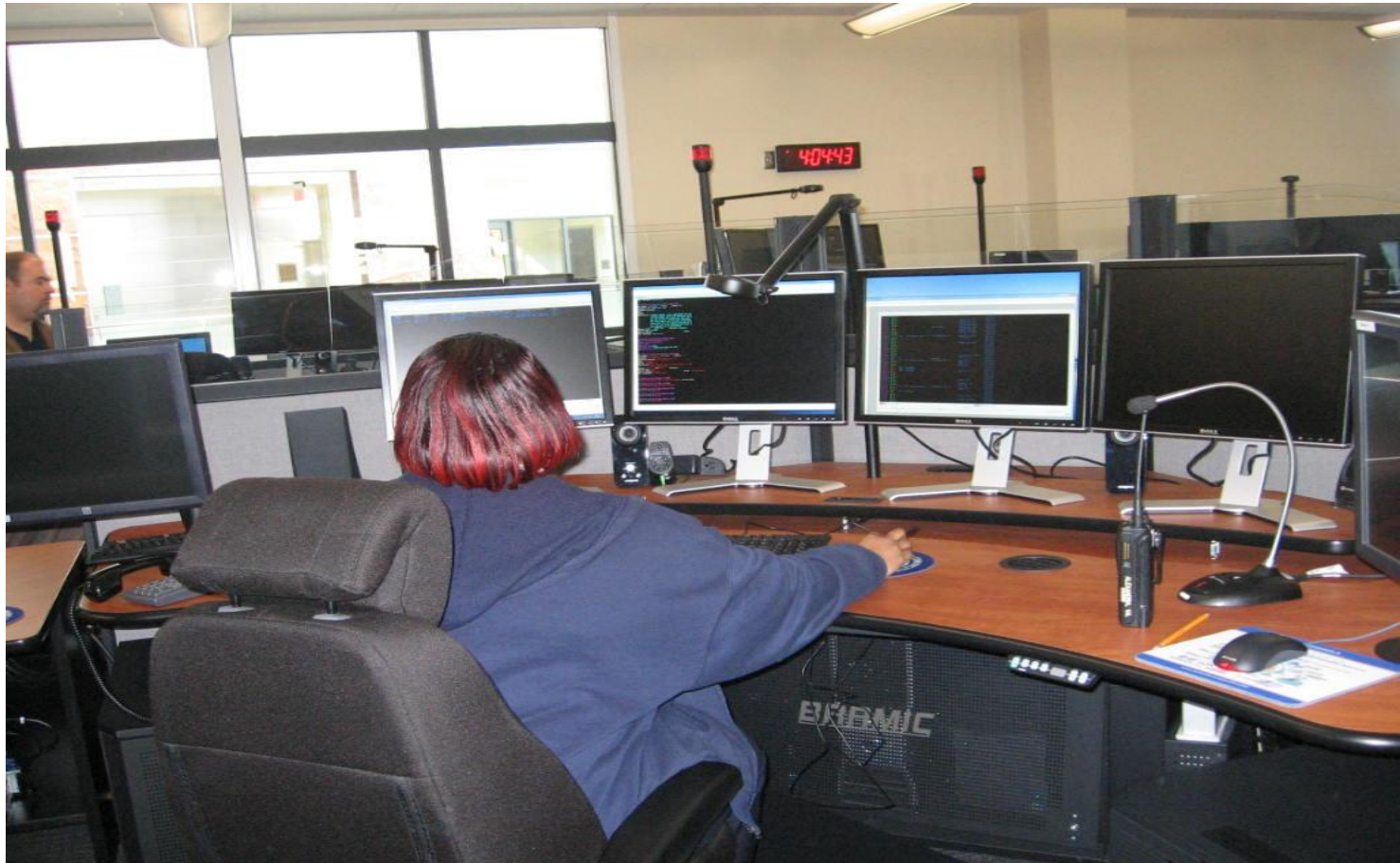
It receives emergency calls from the public and determines the required emergency response needed for service by dispatching Police or Fire personnel.





## Why Alexandria E911 Center?

The City of Alexandria has a new State of the Art Center that is only one year old with a newly renovated backup E911 center. We have free covered parking, adjustable/comfortable station chairs, full kitchen, showers, locker rooms, workout gym and relaxation room, and patio dining access and more, which are all the amenities that an employee would need for shift work.

























CITY OF ALEXANDRIA  
Established Date: January 24, 2011  
Revised: February 16, 2012

## **PUBLIC SAFETY COMMUNICATIONS OFFICER I / GS 12**

Class Code: 3369  
Grade: GS – 12

### **DISTINGUISHING CHARACTERISTICS OF THE CLASS:**

This class represents the first level of proficiency in the Public Safety Communications Officer classes. A Public Safety Communications Officer I works on an assigned shift and serves as a call-taker for all emergency and non-emergency telephone calls. This work is performed under the lead direction of a Public Safety Communications Squad Supervisor. Public Safety Communications Officer I's must be available to work days, evening, weekends and holidays.

### **ILLUSTRATIVE EXAMPLES OF WORK:**

- Operates automated calling system to answer, screen and process incoming calls for services;
- Enters call information into the Computer-Aided Automated Dispatch System and monitors the response of Police, Fire and EMS units;
- Provides information to the public and law enforcement agencies within departmental guidelines;
- Provides caller with life-saving instructions until assistance arrives;
- Transfers or directs callers to the appropriate personnel, department or to other law enforcement agencies;
- Documents events with all pertinent information received;
- Relays messages completely and accurately;
- Updates and documents event types based on additional information obtained;
- Contributes to team training efforts, including the development and evaluation of new personnel;
- Maintains work environment and equipment in a safe and clean condition at all times;
- Assists with training activities, logs, reports and data analysis;
- Obtains and processes towed vehicle information;
- Performs related work, as required.

### **ESSENTIAL KNOWLEDGE, SKILLS AND ABILITIES:**

Good knowledge of E-911 call center technology for public safety call taking; good knowledge of the geography of the City; good knowledge of CAD event types, good knowledge of communications policies, procedures, and regulations pertaining to public safety communications, and the ability to apply them; good listening skills and ability to prioritize incoming calls; skill in operating all duty related equipment; good knowledge and ability to operate call taking equipment, including Computer-Aided Dispatch software, digital

# Apply Online For the Vacancies

- [Public Safety Communications Officer I](#)
- <http://agency.governmentjobs.com/alexandria/default.cfm>
- DEC HR Patrick Pendleton (703) 746-1824, for any Questions